



Publisher of Consumer Reports

Marlene H. Dortch  
Secretary, Federal Communications Commission  
4445 12<sup>th</sup> Street, SW  
Washington, DC 20554

June 16, 2003

**Re: Notice of *Ex Parte* presentation in Docket No. 02-379**

Dear Ms. Dortch:

Pursuant to Section 1.1206(b)(2) of the Commission's rules, this letter describes a communication on June 16, 2003, between Chris Murray (Legislative Counsel, Consumers Union, or CU) and Paul Margie, Senior Legal Advisor to Commissioner Copps, via e-mail.

At Mr. Margie's request, CU provided Mr. Margie information from a survey of visitors to Consumer Reports' website regarding wireless telephone quality of service and satisfaction. The data provided focused on why consumers who wanted to switch carriers had not yet done so, particularly their concerns about paying an early termination fee and losing their wireless phone number, citing materials from Consumer Reports magazine.

That material says the following in summary: In a survey conducted of 22,000 visitors to Consumer Reports' web site regarding wireless telephone quality of service and customer satisfaction, approximately one-third of respondents said that they were unhappy with the quality of their cellular service to the point where they wanted to switch carriers. However, a majority of those that wanted to switch said that they would not do so because they did not want to pay the early termination penalty or lose their wireless telephone number.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Murray". The signature is fluid and cursive, with a long, sweeping underline.

Chris Murray  
Legislative Counsel

Consumers Union